

(b) and (c) Do not arise in view of (a) above.

(d) The Department of Posts continues to fulfil its social responsibilities. However, some products and services are provided at cost plus basis and new value added products and services are introduced to cater to higher and specialized customer expectations on a more commercial basis. Some of the products/services introduced are Speed Post, Business Post, Bill Mail Service, Direct Post, Speed Post Passport Service, e-Post, e-Payment and e-Bill Post, Express Parcel Post, Logistics Post, Retail Post, Media Post, Instant Money Order Service and Postal Life Insurance. The Department also provides the front end for providing services/products tied up with other organisations such as payments to beneficiaries under National Rural Employment Guarantee Act, sale of passport forms and university application forms, Western Union Money Transfer, sale of Oriental Insurance Company non-life insurance products, receipt of applications under the Right to Information Act etc.

Release of telephone connections in Muzaffarnagar

†2900. SHRIAMIR ALAM KHAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of applicants in waiting list for telephone connections in the district Muzaffarnagar of Uttar Pradesh;

(b) the time it take for giving telephone connections after getting approval; and

(c) the steps taken by Government for giving the connections expeditiously?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Total number of applicants in waiting list in Muzaffarnagar district as on 31.07.2006 is 3515.

(b) It takes normally seven days for giving telephone connection after getting approval i.e. after issuing the advice note, if it is technically feasible.

(c) For exhausting waiting list in Muzaffarnagar district, the following steps are being taken to provide telephone connections expeditiously:

†Original notice of the question was received in Hindi.

- (1) Installation work of five new BTSs (Base Transceiver Stations) at Muzaffarnagar, Thanabhawan, Budhana, Chhapar and Jansath is in progress.
- (2) There is proposal for installation of two numbers of new BTSs at Morana and Kairana and expansion of one BTS at Jhinjhana.

Cell to deal with public complaints

2901. SHRI GIREESH KUMAR SANGHI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there has been any cell to deal with the complainants on grievances of the public in regard to private cellular companies;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) There is a Public Grievance Cell in Department of Telecommunications (DoT) which receives complaints from the customers of telecom service providers including cellular service providers and send them to the concerned service provider for redressal.

Besides, Telecom Regulatory Authority of India (TRAI) has a Consumer Welfare Cell for Consumer Affairs. A group of consumers can petition Telecom Dispute Settlement and Appellate Tribunal (TDSAT) for redressal of grievances.

(c) Does not arise in view of (a) and (b) above.

Compensation to courier companies

2902. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government propose to ban all small courier companies from delivering post;

(b) if so, the details of the proposed ban;

(c) whether there is a proposal to take over small courier companies employing thousands of youths;

(d) the compensation would be paid to such companies and their